

# Submit Medical Documents

## Quick Reference Guide

For fastest service, upload your documents to eHealthSafe

[Espanol](#)



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Medical Services can be processed quickest by uploading documents to your open eHealthSafe service.

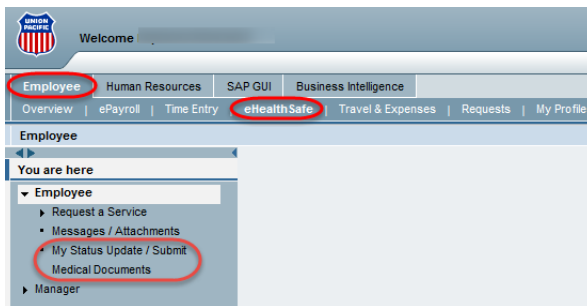
The following QRG provides three recommended methods to submit documents to Health & Medical Services:

- [Upload](#) (best option)
- [Fax/Scan](#)

Click [here](#) to learn how to verify if documents were received

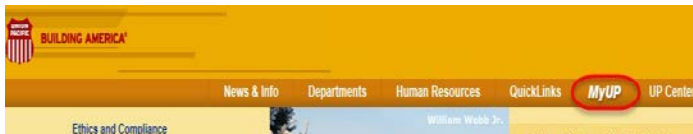
How to access eHealthSafe:

- Access employee portal
- Click <eHealthSafe>
- Click <My Status Update/Submit Medical Documents>

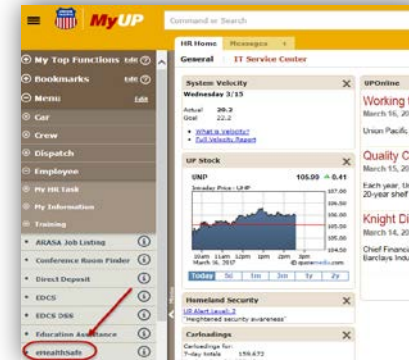


OR

Go to the employee home page Click <MyUP>



Select <eHealthSafe> under the Employee tab:



## Document Format and Naming Convention

Make sure your documents formats are **.pdf or .tif**

**(.jpeg, excel and word documents will not be processed by the system)**

Click [here](#) to learn how to convert documents to PDF

If you **do not** have electronic copies of your documents:  
Scan or save your documents with formats **.pdf or .tif**

Name the documents with the following suggested Naming Convention:

*Last Name\_EmployeeID\_Type of Document\_Date of Document/Letter*  
(e.g.: Smith\_EID 0123456\_TPW\_010217)

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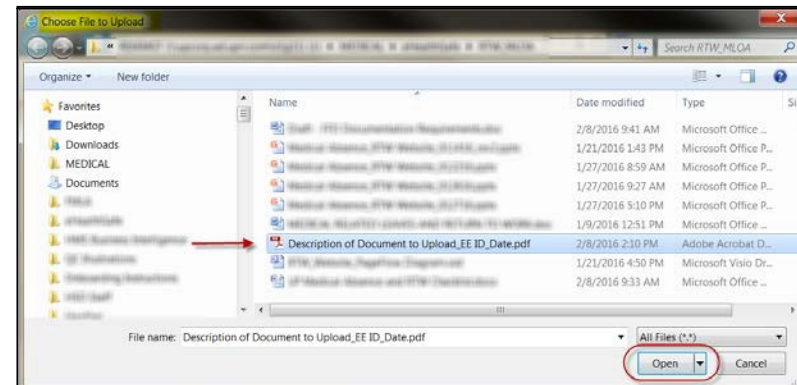
### Option 1: Upload Documents

1. Highlight the **Open Service** you want to submit your document to
2. Click <Upload Document>

Service Number	Service Type	Service Sub Type	Service Manager	Status	Anticipated Return to Work Date	Close Date
1001527246	MEDICAL LEAVE REQUEST	MLOA >= 30 DAYS	Jennifer Roberts	Open	05/26/2017	
1001520550	MEDICAL LEAVE REQUEST	MLOA >= 30 DAYS	Jennifer Roberts	Close	02/17/2017	02/17/2017
1001492716	PRE-PLACEMENT/TRANSFER EXAM	NPE/A	Kristen Powell	Close		11/21/2016

4. Click <Browse>

5. Select the File to Upload
6. Click <Open>



7. Click <Upload Document>

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### Option 2: Fax Medical Document

#### Obtain Bar Coded Coversheet Page

To print a fax coversheet page:

1. Go into eHealthSafe
2. Click < **My Status Update/Submit Medical Documents**>
3. Highlight your open service
4. Click < **Fax Document**>

Service Number	Service Type	Service Sub Type	Service Manager	Status	Anticipated Return to Work Date	Close Date
1001527246	MEDICAL LEAVE REQUEST	MLOA >> 30 DAYS	Jennifer Roberts	Open	05/26/2017	
1001520550	MEDICAL LEAVE REQUEST	MLOA >> 30 DAYS	Jennifer Roberts	Close	02/17/2017	02/17/2017
1001492716	PRE-PLACEMENT/TRANSFER EXAM	NPEIA	Kristen Powell	Close		11/01/2016

5. Click < **Display Barcode Page**>

Print Barcode Page

Employee ID \* 00415077 Heather Aguilera  
Service # \* 1001451003 MANAGER REFERRAL  
Case # \* 000001411454 FFD NON-REGULATORY  
Document Type \* FITNESS FOR DUTY  
Physical Type \* OTH

Display Barcode Page Close Window

6. Print the Bar Coded Coversheet
7. Fax your medical documents with the Bar Coded Coversheet **ON TOP** of your documents as a first page, or it will not assign to your service

Fax Document

Barcode No. 400089216  
Employee ID 00415077  
Employee Name Heather Aguilera  
Case Number 000001411454  
Service Number 1001451003  
Document Type FITNESS FOR DUTY  
Physical Type OTHER

### Option 3: Scan your Medical Documents

1. Print Cover Sheet from eHealthSafe portal
2. Scan to [ehhealthsafe@up.com](mailto:ehhealthsafe@up.com)
3. Scan your medical documents with the Bar Coded Coversheet **ON TOP** of your documents as a first page, or it will not assign to your service

# Submit Medical Documents

## Quick Reference Guide

For fastest service, upload your documents to eHealthSafe



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### Verify If Documents Have Been Received

1. Go into eHealthSafe
2. Click < **Messages/Attachments** >
3. Verify if medical documents have been received

(FMLA document messages are also available here.)

The screenshot shows the 'My To Do List' interface. The 'Messages / Attachments' menu item is circled in red. The table below shows a message for 'DOCUMENTS RECEIVED' for Raphaela McDonald, also circled in red. The 'Action for Action' section at the bottom contains the text: 'WE HAVE RECEIVED YOUR MEDICAL RECORDS AND ARE CURRENTLY REVIEWING. WE WILL NOTIFY YOU IF ADDITIONAL INFORMATION IS NECESSARY AND THE RESULTS OF THE REVIEW'.

Employee ID	Employee Name	Service Stage	On Duty Injury Related	Notification Date	Description
484142	Raphaela McDonald	3-Awaiting Examination	No	02/24/2017 13:5...	DOCUMENTS RECEIVED
		3-Awaiting Examination	No	02/24/2017 13:5...	DOCUMENTS RECEIVED
		3-Awaiting Examination	No	02/13/2017 16:4...	DOCUMENTS RECEIVED
		3-Awaiting Examination	No	02/13/2017 16:2...	DOCUMENTS RECEIVED
		2-Awaiting Information	No	02/13/2017 15:4...	MLQA FMLA ELIGIBILITY
		1-Initial review	No	02/13/2017 15:4...	SERVICE CREATED - AWAITING INITIAL NURSE REVIEW

If medical documents have not been received within 72 hours of submission, contact the HR Service Center: (877) 275-8747

# Envíe Sus Documentos Médicos

## Guía De Referencia Rápida

Para un servicio más rápido:

## Suba sus documentos por medio de eHealthSafe

[Back to top](#)



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Los servicios médicos se pueden procesar más rápidamente al cargar documentos en su servicio abierto de eHealthSafe.

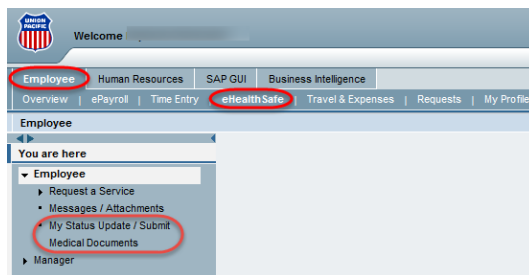
La siguiente guía ofrece tres métodos recomendados para presentar sus documentos a Health and Medical Services:

- [Cargar](#) (mejor opción)
- [Fax/Escanear](#)

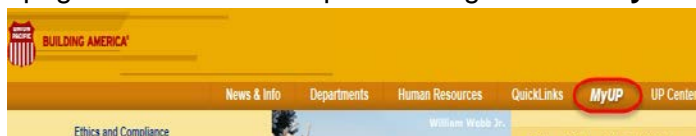
Haga [clic](#) para saber cómo verificar si se recibieron sus documentos.

### Cómo acceder a eHealthSafe:

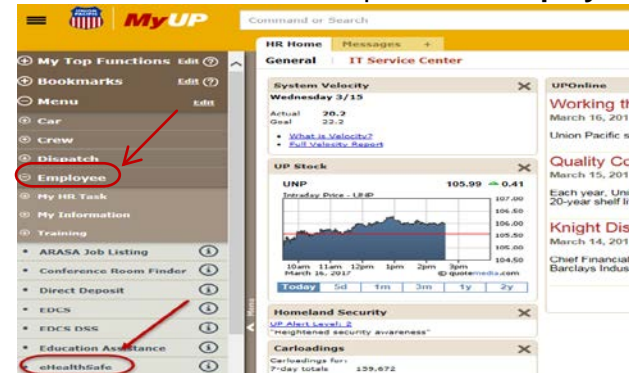
- Acceda al portal de empleados
- Haga clic en <eHealthSafe>
- Haga clic en <My Status Update/Submit Medical Documents>



○ Visite a la página de inicio del empleado. Haga clic en <MyUP>



Seleccione <eHealthSafe> en la pestaña <Employee>:



### Formatos y Descripciones de Documentos

Asegúrese de que los formatos de sus documentos sean **.pdf o .tif**

**(Los documentos con formatos .jpeg, excel and word no serán procesados por el sistema)**

Si **no tiene** copias electrónicas de sus documentos:  
Escanee o guarde sus documentos con formatos **.pdf o .tif**

Lo siguiente es un convenio de nomenclatura sugerido para sus documentos

*Apellido\_EmployeeID\_TipodeDocumento\_FechadelDocumento*  
(e.g.: Smith\_EID0123456\_FFD\_010217)

# Envíe Sus Documentos Médicos

## Guía De Referencia Rápida

### Para un servicio más rápido:

### Suba sus documentos por medio de eHealthSafe



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### Opción 1: Suba sus Documentos

1. Resalte el servicio abierto al que desea enviar sus documentos en eHealthSafe
2. Haga clic en <Upload Document>

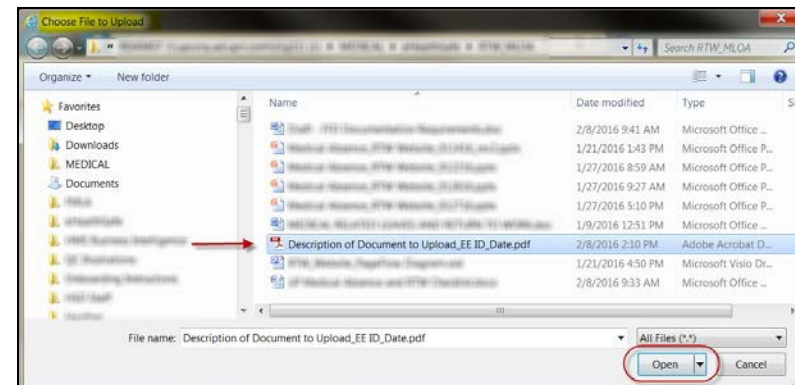
Service Number	Service Type	Service Sub Type	Service Manager	Status	Anticipated Return to Work Date	Close Date
1001527246	MEDICAL LEAVE REQUEST	MLOA >= 30 DAYS	Jennifer Roberts	Open	05/26/2017	
1001520550	MEDICAL LEAVE REQUEST	MLOA >= 30 DAYS	Jennifer Roberts	Close	02/17/2017	02/17/2017
1001492716	PRE-PLACEMENT/TRANSFER EXAM	NPE/A	Kristen Powell	Close		11/21/2016

For FASTEST service - upload documents in eHealthSafe.  
For normal delivery, fax to 402-501-0067. Place cover sheet on top of all documents to avoid delay.

Stage of Service: 1 2 3 4 5 (2 is highlighted)

3. Haga clic en <Browse>

4. Seleccione un archivo de tu disco duro y haga clic en abrir <Open>



5. Haga clic en <Upload Document>

# Envíe Sus Documentos Médicos

## Guía De Referencia Rápida

Para un servicio más rápido:  
**Suba sus documentos por medio de eHealthSafe**



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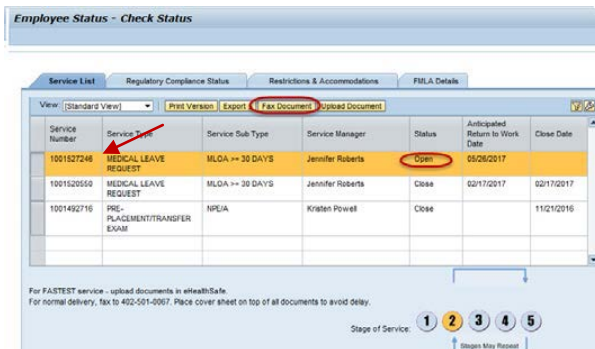
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### Opción 2: Mande sus Documentos via Fax

#### Obtener la portada de fax con códigos de barras

Para imprimir una portada de fax:

1. Acceda a eHealthSafe
2. Haga clic en < My Status Update/Submit Medical Documents >
3. Resalte el servicio abierto
4. Haga clic en < Fax Document >



8. Haga clic en < Display Barcode Page >



5. Imprima la portada de fax con códigos de barras
6. Envíe por fax sus documentos médicos con la **portada de fax en la parte superior de sus documentos como primera página**, o no se asignará a su servicio.



### Opción 3: Escanee sus Documentos Médicos

1. Imprima la portada de fax con códigos de barras en eHealthSafe
2. Escanee sus documentos médicos con la **portada de fax en la parte superior de sus documentos como primera página** para [ehhealthsafe@up.com](mailto:ehhealthsafe@up.com) , o no se asignará a su servicio.

# Envíe Sus Documentos Médicos

## Guía De Referencia Rápida

Para un servicio más rápido:  
Suba sus documentos por medio de eHealthSafe



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### Verifique si el sistema recibió los documentos

1. Acceda a eHealthSafe
2. Haga clic en < **Messages/Attachments** >
3. Verifique se el sistema recibió sus documentos médicos.

The screenshot shows the 'My To Do List' interface in eHealthSafe. The 'Messages / Attachments' menu item is circled in red. The table below shows the status of medical document submissions for Raphaela McDonald.

Employee ID	Employee Name	Service Stage	On Duty Injury Related	Notification Date	Description
484142	Raphaela McDonald	3-Awaiting Examination	No	02/24/2017 13.5...	DOCUMENTS RECEIVED
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		2-Awaiting Information	No	02/13/2017 15.4...	MLQA FMLA ELIGIBILITY
		1-Initial review	No	02/13/2017 15.4...	SERVICE CREATED - AWAITING INITIAL NURSE REVIEW

At the bottom of the screenshot, a message box states: "WE HAVE RECEIVED YOUR MEDICAL RECORDS AND ARE CURRENTLY REVIEWING. WE WILL NOTIFY YOU IF ADDITIONAL INFORMATION IS NECESSARY AND THE RESULTS OF THE REVIEW."

Si los documentos médicos no han sido recibidos dentro de las 72 horas de la presentación, comuníquese con el Centro de Servicio de Recursos Humanos: **(877) 275-8747**